

380.0 Job Services

IT Plan Version: B 2

Goals and Objectives

Goal: 1 Goal #1 Utilize Technology to enhance and expand access to customer

Objectives

Timeframe

Accomplishments/Status

- | | | | |
|---|--|-------|---|
| 1 | Customers' Self Service Options. To provide customers with alternate ways to receive services, including self-registration, self-referral, and system referral, extraction of LMI, electronic submission of job orders, resume searching of America's Talent Bank, and on-line search of limited job seeker profiles. | 99-01 | A web-based development tool was purchased (Web Agent) and internal staff received training to develop applications. The self-registration for employment service application was completed and implemented via Job Service's Intranet. Client self-service resource rooms were upgraded with workstations to access the self-registration application. JSND decided to put the rest of application development on hold based on the national level efforts in developing a similar system. JSND will evaluate their options. See next objective. |
| 2 | One-Stop Solution: Implement a One-stop solution for enhancing employment services, offering customers self services via the Internet, enhancing case management, collecting data and meeting management and grantor reporting requirements under the Workforce Investment Act. | 01-03 | JSND established a committee to research alternative systems for implementation. The committee has recommended implementing the Utah system called UWORKS by July 2001. |
| 3 | Centralized Unemployment Insurance (UI) Claim Call Center: A recommended design for a centralized UI claims call center will be developed by July 31, 2000. | 99-01 | |
| 4 | Develop recommendations for a tool or tools that replace the functions provided by the GATB. The functions must provide for:
Internal selection,
Vocational assessment,
Employer use in their selection process. | 99-01 | |
| 5 | Job Service will pilot Job Task Analysis software that will provide job skills assessment service for employers and applicants by 9/30/00. | 99-01 | The Job Task analysis software and hardware has been purchased and staff is trained. JSND has begun working with employers to offer this service. |
| 6 | To meet customer needs, workforce centers will be developed and expanded, including:
(1) Additional tools on career exploration, job seeking, interviewing, and writing job descriptions.
(2) Additional PCs and software.
(3) Remodel facilities and provide workstations and furniture. Remaining workforce centers to be on-line by 9/30/01. | 99-01 | Grand Forks and Fargo workforce centers were on-line by 9/30/99.
Bismarck and Minot customer service offices were on-line by 4/1/2000. |
| 7 | Provide the web-based job seeker self-registration application via the Internet. | 99-01 | |

Goal: 2 Goal # 2

Provide appropriate tools to JSND employees and upgrade infrastructure through continuing information technology planning, acquisition, implementation and training in order to support quality customer-driven services.

Objectives

Timeframe

Accomplishments/Status

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Goal: 2 Continued....

Objectives

	Timeframe	Accomplishments/Status
1 Desktop Migration/Replacement. The replacement of "dumb" terminals used by employees and in client self-service resource areas with intelligent desktops and related software (Microsoft Office, Internet connection, emulation, and resource room software) to move JSND to a "state-of-the-art" multi-tier open system architecture and to standardize on Transmission Control Protocol/Internet Protocol (TCP/IP) protocol to facilitate Internet access. The ongoing replacement of desktop workstations with a software complement as described above, to maintain the continuity of the IT architecture, and to standardize on TCP/IP protocol to facilitate Internet access.	97-99	Initial phase of the migration was completed June 99. Older workstations will continually be upgraded. This major project is in an on-going maintenance status.
2 Information Technology Architecture. Migration from the current mainframe architecture to a multi-tier open systems architecture.	01-03	This objective has been put on hold until JSND analyzes applications currently being developed by the US DOL to meet the One-Stop delivery of services and the WIA reporting requirements.
3 Develop a plan to provide technology support at Area user locations throughout the state by 12/31/99.	99-01	The plan was developed by 12/31/1999 to utilize the PC contact staff in combination with IT staff for daily support. Training PC contact staff and job shadowing were identified. The use of contractors would be utilized for major projects.
4 Technology User Training. Identify the core computer competencies required within JSND job positions and provide technical training.	Ongoing	JSND identified the core computer competencies and developed a curriculum around the required competencies. On a yearly basis, JSND will identify the training needs and develop a training plan.
5 Maintain a 3-year replacement cycle for workstations.	Ongoing	
6 Implement the new versions of Microsoft Office Suite as determined appropriate.	Ongoing	
7 Evaluate the performance and the need for replacement, upgrade, or purchase of hardware or software on the mainframe.	Ongoing	
8 Evaluate the performance and the need for replacement, upgrade, or purchase of hardware or software on network servers.	Ongoing	
9 Evaluate the effectiveness of Thin Client for utilization by users and in the resource rooms.	99-01	Completed. The thin client utilization was evaluated and recommendations for the next year replacement plan were adopted into policy.

Goal: 3 Goal # 3

Develop and implement specific management, decision support and operational business applications to provide efficient business processes.

Objectives

	Timeframe	Accomplishments/Status
1 Electronic Workflow. Capability to electronically move forms and documents from user to user, one user to multiple users, etc. with a complete audit trail tracking system. Investigate optical imaging and optical character recognition as alternatives to micrographics. A recommendation to achieve a less-paper work environment will be developed by June 30, 2000.	99-01	This project was put on hold because of limited resources and the creation of a multi-agency committee lead by ITD to research Electronic Document Management.

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Goal: 3 Continued....

Objectives

- 2 The Electronic Filing Enhancement Project includes:
 - Add the modification of the ICESA format to include an "A" record (provider)
 - Conversion of magnetic tape reporting to the ICESA format
 - Add a feature to our collection processing, so we can view and edit the data that was reported by employers on the electronic report. This will allow users to make corrections to the data before recording the data onto the database.
 - Design of a report to calculate excess wage calculations for the data reported by employers.
 - Design of a Common Delimited format
 - Design capability for the UI system to store the names of the employees reported on the electronic reports and the UI system to use this information in the benefits databases.
 - Build security to the wage filing via the Internet.
- 3 Develop a plan for researching applicable uses of video conferencing to enhance services to customers and to provide efficient utilization of staff time. This will probably only be cost effective if ITD can pool resources from multiple agencies.
- 4 Increase customer's awareness of JSND's web site such as on-line registration and electronic wage filing to provide efficient utilization of staff time.
- 5 Increase use of the Intranet as a form of internal communication to improve services to employees
- 6 Evaluate the IT work request process and the need for a structured help desk environment to maintain the level of response to users and the efficiency of the IT unit.
- 7 Research alternative automated adjudication systems.

Timeframe

99-01

99-01

Ongoing

Ongoing

99-01

01-03

Accomplishments/Status

This project was complete in June 2000 with the exception of the security added to the wage filing via the Internet.

JSND did complete a pilot study of video conferencing with the utilization of ITD equipment in 4 locations throughout the state. The cost/benefit analysis did not indicate a savings for JSND with the use of the current technology. JSND will still explore the usefulness of this technology especially when ITD has installed the new statewide network with enhanced video capabilities.

JSND has implemented a marketing plan throughout the state.

Goal: 4 Goal # 4

Maintain an efficient and up-to-date computer system by implementing federal and state mandates and user requests.

Objectives

- 1 Year 2000. Due to the change in the millennium, the modification of computer systems to function properly in the year 2000 and afterward.
- 2 As an interim solution, modify current legacy applications to collect data and meet management and grantor reporting requirements under the Workforce Investment Act by July 2000.
- 3 Migrate current Voice Response Unit (VRU) to ITD's IVR system

Timeframe

99-01

99-01

99-01

Accomplishments/Status

Critical applications are 100% complete. JSND allocated resources for contingencies after 1/1/2000 and financing on the mainframe, which extends to May 2001.

The WIA modifications were completed and implemented on July 1, 2000.

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Goal: 4 Continued....

Objectives	Timeframe	Accomplishments/Status
4 Implement unemployment tax law changes into the legacy application.	99-01	The Unemployment tax law changes will be incorporated into the applications by 12/01/99.
5 Implement necessary programming and communication changes for the ICON (Interstate Connection Network) in 2000. ICON is a value-added infrastructure that enables states to exchange interstate wage and benefits in a 24 hours/day, 7 days/week environment.	99-01	
6 Complete programming to facilitate change from Standard Industrial Code to the North American Industry Classification System (NAICS) by 1/1/2000.	99-01	The programming changes will be incorporated into the application and in production by 12/31/99.
The Standard Industry Code (i.e. SIC) is being phased out by the Federal government, due to the North American Free Trade Agreement (NAFTA) agreement. This is being done because of the SICs limited descriptive abilities for the various types of firms, and reporting requirements, in Canada, the United States and Mexico. The SIC code is being superceded by the NAICS code. This change takes effect January 1, 2000.		
7 JSND will utilize the Occupational Information Network (O*NET) system currently under development and access it via America's Job Bank. An implementation plan for conversion from the Dictionary of Occupational Titles (DOT) to O*NET will be recommended, dependent upon system development progress at the national level.	99-01	

Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
1 System Operations	1	Maintenance/Base	Ongoing				
This activity reflects the base operations to support JSND's architecture: telecommunications, network, servers, the mainframe, PCs, printers, miscellaneous peripherals, software, databases, in-house application development and training.					IT PLAN ESTIMATED COST	\$8,292,968	\$8,836,078
					BASE BUDGET REQUEST	\$8,292,968	
					OPTIONAL BUDGET REQUEST	\$0	
					BUDGET NONAPPROPRIATED	\$0	

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
2 One-Stop Solution	2	New Initiative	07/1999	07/2001				
Large	Implement a One-Stop solution designed to facilitate the "One-Stop" initiative for employment services and the Workforce Investment Act legislation. JSND is evaluating the federally funded and other developed systems and implementation alternatives. The proposed systems are web-based for internal staff use and the external customer.				IT PLAN ESTIMATED COST	\$1,802,058	\$0	\$0
					BASE BUDGET REQUEST		\$0	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$0	
Justification:								
JSND has chosen the State of Utah's model (UWORKS) that will be referenced as NDWORKS. The new system is web-based for internal staff use and the external customer. The primary purpose of the One-Stop solution is to expand customer services. NDWORKS will also support case management staff by providing the capability to plan for and track a customer's services based on needs not eligibility, with the main focus on employment. As a part of this, the system must be able to assist the staff in managing caseloads, scheduling resources and providing accountability for funding programs.								
NDWORKS will be capable of supporting both self-service and staff assisted customers in all components of the process of enabling a customer to become self-sufficient thus improving customer service.								
NDWORKS will also support all reporting requirements within WIA and the Employment Service. The system will provide the Workforce Investment Board (WIB) with the information it needs to manage the continuous improvement process.								
At the state level, the system will maintain a Data Warehouse that will be used to produce state reports and to comply with federal reporting requirements.								
At the national level, the system will operate as a clearinghouse to allow jobs, resumes and training offerings to be shared nationwide.								
Impact on other activities:								
The Base Operations activity costs will increase based on new technology needed.								

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
3 UI Claim Call Center	3	New Initiative	07/1999	07/2001				
Large	In March 1999, Job Service North Dakota (JSND) requested the Information Technology Support Center (ITSC) to conduct a Feasibility Analysis for the development of UI Call Center(s). ITSC is a collaboration of state employment security agencies, the US DOL, and private sector partners. The study was completed in April 1999. It was an independent analysis of the costs and benefits of placing one or more Call Centers throughout the state. A single call center in Bismarck was recommended using criteria as defined by JSND and ITSC. Rough order costs for investment, operating, long distance tolls, and staffing levels were developed for the alternatives. JSND has been considering strategic technological and operational alternatives for the provision of Unemployment Insurance services in support of UI claimants, employers, and staff. The chosen alternative includes the development of remote claims-taking capabilities using Call Center and/or Internet technologies. JSND has asked ITSC for assistance in developing a detailed, concept of operations and technical solution to provide UI services, and for integrating or interfacing these services with JSND's WIA/One-Stop environment. The following are the deliverables for the ISCS study: · JSND UI Call Center Concept of Operations Document · Call Center Requirements Document · Call Center Technical Architecture Document · Call Center Business Analysis · Call Center Project Schedule · Call Center DOL Telephone Grant Application. Based on the recommendations from ITSC, JSND will develop a plan for the implementation of the UI Call Center. To achieve JSND vision of the UI Call Center state-of-the art-technology will be evaluated, including: Private Branch eXchange (PBX) Automatic Call Distribution (ACD) Interactive Voice Response (IVR) Computer Telephony Integration (CTI) Screen Pop (Voice/Data Integration)Middleware Justification: The Centralized Unemployment Insurance Claims Call Center will be a fully integrated system that supports a "Work First" approach to delivery of services. The Centralized Unemployment Insurance Claims Call Center will use technology with a minimum of staff intervention to: · Register the claimant · Provide links to America's Job Bank and other suitable job openings early in the telephone contact · Establish a UI claim · Develop service strategies through integration with the One-Stop system · Monitor continued claim eligibility				IT PLAN ESTIMATED COST	\$335,968	\$1,440,116	\$0
					BASE BUDGET REQUEST		\$1,440,116	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$0	

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Activity Continued...

3	UI Claim Call Center	3	New Initiative	07/1999 07/2001
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- Redirect JSND staff resources to provide increased reemployment services and, thereby, increase the number of UI claimants that enter employment and reduce UI benefit duration
- Improve customer service through expanded access and consistent service delivery

Impact on other activities:

The Base Operations activity costs will increase based on new technology needed.

Total Agency	IT PLAN ESTIMATED COST	\$10,141,363	\$9,733,084	\$8,836,078
	BASE BUDGET REQUEST		\$9,733,084	
	OPTIONAL BUDGET REQUEST		\$0	
	BUDGET NONAPPROPRIATED		\$0	